

## **CRITERIA FOR USING THE 2-1-1 VIRGINIA/I&R TELEPHONE NUMBER**

List the telephone number without cost when:

- there are no reporting requirements
- there are no detailed eligibility rules to explain
- accessible training on the desired messages is provided, preferably as a script in electronic format that can be e-mailed to all roll-over telephone staff
- the **2-1-1 VIRGINIA**/Statewide I&R System is the back-up contact, not the primary point of contact

2-1-1 VIRGINIA must always be listed by name any time the telephone number is published by another agency without reimbursement to the Virginia Department of Social Services.

Conditions where financial contracts with **2-1-1 VIRGINIA**/Statewide I&R system for services must be entered are when:

- the **2-1-1 VIRGINIA**/I&R telephone number will be the only number listed for the specific service advertised, either ongoing or during specific times
- training will require the in-person presence of all telephone staff
- call volume is expected to exceed 40 calls per week per regional center or 240 calls per week statewide
- the commitment cannot be met by any of the six providers without adding additional paid staff

Requests for telephone number roll-over to the **2-1-1 VIRGINIA**/Statewide I&R number should meet the following criteria:

- Incoming calls must roll over to all of the regions
- All regions must have telephone technology that will allow them to have a separate line for such calls and the ability to identify the telephone number originating the call. In the interim, it is acceptable to have agencies making such a request to have a recording saying, "All personnel are currently busy. You may leave a message or call **2-1-1 VIRGINIA for referrals and information on health services, financial assistance, housing, senior services, child care and more.**"

Exceptions to these criteria must be approved in advance by the 2-1-1 VIRGINIA/Statewide I&R contractor and subcontractors.

None of the previous requirements or criteria precludes any single provider from entering into a contract with another organization to provide a direct line or roll-over access to its telephone system at whatever cost is negotiated between the two organizations.